

CITY OF NEW HAVEN
Guidelines for Reopening from COVID-19

These Guidelines are intended to be both temporary in nature as well as evolving to meet the changing conditions associated with the COVID-19 pandemic.

During this time of the COVID-19 crisis, it will be necessary for staff to understand new procedures when returning back to work. The following are procedures to keep all involved safe and to prevent the spread of COVID-19. All protocols follow or exceed the guidelines set forth by the CDC as well as executive orders put forth by the Mayor of New Haven and Governor of the State of Connecticut.

I. Reporting to Work

Unless a Department (or subdivision thereof) negotiates a different protocol, the following shall apply to determine whether an employee may safely report to the worksite on each scheduled day of work.

- 1) Staff shall take their temperature in the morning prior to coming in to work. If a fever over 100 degrees is detected, employee shall call their medical provider and/or New Haven Public Health (203-946-4949) and then immediately inform supervisor.
- 2) Staff shall self-evaluate using the questions below and assess whether or not they have, or have had any of the following within the last 14 days for symptoms that are new and not related to another known health condition:

<i>Either of these:</i>	<i>Or at least two of these symptoms:</i>	
Shortness of breath or difficulty breathing	Fever	Repeated shaking with chills
Cough	Chills	Muscle pain
	Headache	Sore throat
	New loss of taste or smell	

If staff member answers “yes” to any of the questions above, he or she must call their supervisor and tell them “I did not answer NO to all of the questions this morning before work.”

II. Cleaning/Disinfecting the Workplace

To understand the reason for each of the tasks below it is important to appreciate the difference between CLEANING and DISINFECTING. CLEANING is the process of removing soils from a surface which harbors germs. DISINFECTING is the process of killing these germs. Without proper cleaning, surface disinfection will not work. Staff needs to understand the difference and importance of each in order to ensure a clean, hygienic environment.

Disinfection cannot happen without DWELL TIME (also referred to as contact time). In order for disinfecting agents to perform up to maximum efficacy and safety, the product must be left on surfaces as directed on the label instructions. Staff should read and follow product instructions carefully.

In addition to the robust cleaning and disinfecting measures to be undertaken by the professional companies providing such services to City buildings (both during and especially after each workday), supplies will be made available to each work unit so that City personnel can supplement such efforts throughout the day with regard to their individual tools and spaces (e.g. phones, computers, chairs) and surfaces and equipment frequently and/or commonly used.

- 1) Employees are responsible for cleaning and disinfecting their own personal workspace throughout the day, and at the end of the day before they leave.
- 2) Designated persons shall be responsible for cleaning and disinfecting the common area outside of the office at the beginning of the workday, after use of kiosks, chairs, or tables, and at the end of each workday. This area includes tables, chairs, kiosks, keyboards, doorknobs, doorjambes, walls, etc.
- 3) When employees use other common areas within the office, such as a meeting room or a copy machine, they will be responsible for cleaning that area after use.
- 4) Employees must take the following steps when cleaning and disinfecting:
 - a. Gather required cleaning and disinfecting supplies.
 - b. Put on proper PPE, wear disposable gloves (nitrile/vinyl is highly recommended) to clean and disinfect.
 - c. Clean surface areas using soap and water, a moistened cleaning cloth, or another detergent BEFORE disinfecting.
 - d. Allow surfaces to dry, then apply disinfectant to all cleaned and commonly touched surfaces.
 - e. Use disinfecting wipes, alcohol solutions with at least 70% alcohol, or diluted ES364 disinfectant. Follow all instructions for application.
 - f. All disinfectant is to remain on surfaces for required contact time (see product label).
 - g. Properly remove and dispose of single use PPE.
 - h. Staff must wash their hands with soap and water immediately after removing and properly disposing gloves, for a minimum of 20 seconds.
- 5) Employees who may have sensitivity or allergies to cleaning and disinfecting supplies should notify department head.
 - a. Employees will be mindful of others with such sensitivity and allergies.

III. Social Distancing/Safety Precautions to Follow During the Workday

The following guidelines are generally applicable to employees working in any City building.

- 1) Upon entering the building, staff should utilize hand sanitizer provided in entrance after touching doorknob(s).
- 2) Masks (or face coverings if masks are unavailable) will be required when moving throughout the building.
- 3) Masks (or face coverings if masks are unavailable) will be required in the office unless you have your own office, or an office space that is at least six feet away from others.
- 4) Avoid close contact. Please observe social distancing, meaning maintaining at least six feet of physical separation from others. Avoid contact with people who appear to be sick.
- 5) Cover your mouth and nose. Cover your mouth and nose with your elbow when coughing or sneezing to prevent the spread of germs.

- 6) Employees should not share headsets, phones, or other objects that are near mouth or nose.
- 7) Clean your hands. Wash your hands frequently and for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% Ethyl Alcohol. Additional key times to wash hands include:
 - a. After blowing one's nose, coughing, or sneezing
 - b. After using the restroom
 - c. Before eating or preparing food
- 8) Stay home when you are sick. Regardless of whether your plans for the day involve office work or field work – if you are sick, stay home to prevent spreading illness to others.
- 9) Increase the frequency of cleaning commonly touched surfaces. Use cleaning sprays or wipes to clean and disinfect frequently touched objects and surfaces. These surfaces include:
 - a. Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, copy machines, faucets, sinks, etc.

IV. Other Measures to Promote/Maintain Social Distance

In addition to the generally applicable directives above, each Department (or subdivision thereof) should address in their protocols the following considerations, if relevant.

a. Physical/Architectural Changes to the Workspace

For example, where there is interaction with the public, a window may need to be installed, or a current window may need to be removed and re-fit with appropriate see-through material (glass or plexiglass). Such projects may need to be prioritized based on such factors as the ease of installation or importance or time-sensitive nature of the function. Moreover, there may be more straightforward changes in protocol, such as keeping doors locked with entry only by the staff of that office, with a number to call for visitors (City employees and outsiders) to call for controlled access.

Consider, too, shared spaces such as reception areas and conference rooms, and steps to take to indicate or promote appropriate distancing (e.g. limiting and positioning chairs, marking floors with tape, separating tables, designating doors as entrance versus exit).

b. Procedures for Limiting Contact

The following areas are illustrative, not exhaustive:

Copier Area
Break Room Protocol
Receiving/distributing Mail

c. Limiting/Controlling Visitors (Employees Outside Department as well as Vendors, Public)

Each Department should consider such measures as scheduling appointments where possible and finding alternatives to in-person meetings. Again, these are just examples of protocols that may be appropriate.

d. Work Schedules

The City will work with affected unions to devise alternative work schedules to maintain appropriate density in a work unit, commensurate with employee health and safety and operational needs.

Such may include approval to work remotely as a temporary measure to continue City services during the COVID-19 pandemic, provided the employee is qualified in accordance with the City's Policy and Guidelines in Managing a Remote Workplace.

For those employees required to report to the workplace full or part time, in order to maintain proper social distancing, flexible or staggered hours to cover hours of operation may be considered to prevent too many individuals being in the workplace or office at the same time. For example, an employee may work a combination of working remotely and reporting to work, working from remotely half days, or alternating with other staff members the days of the week in which they physically report to the office.

V. Avenues to Report Concerns

Safety is everyone's concern and priority—we are all in this together! In addition to the customary ways of calling attention to observed problems, such as speaking to one's supervisor or union representative, there are special mechanisms being set up specifically for the implementation and continued evolution and improvement related to returning to work during this COVID-19 crisis.

The State has established a 211 hotline to report violations.

The City will be setting up both a phoneline and an email address for employees to utilize.